

Finance Customer Window to Permanently Close

Due to the anticipated relocation of the Office of Finance from Crystal City (in Arlington) to Alexandria, VA, the Finance customer window in Crystal City is scheduled to permanently close sometime between Wednesday, June 15 and Thursday, June 30, 2005. Anyone desiring to hand-deliver appropriate correspondence to the Finance customer window during this time should call the Office of Finance at (703) 308-5068 to find out whether the Finance customer window has already permanently closed.

The Finance customer window will not reopen at the new Office of Finance location in Alexandria, VA. Once the Finance customer window is permanently closed in Crystal City, hand-carried correspondence formerly delivered to the Finance customer window must be delivered to the Office of Finance receptionist (located at the Carlyle Place building, 2051 Jamieson Avenue, Suite 300, Alexandria, VA 22314). Hand-carried correspondence will only be accepted, and not processed. Although the receptionist will not process any correspondence, if the correspondence is delivered with an itemized postcard, the receptionist will provide a delivery receipt by date stamping the postcard. Depending on whether the correspondence is a refund request, deposit account related (e.g., a deposit account replenishment), or maintenance fee related (e.g., a maintenance fee payment), the correspondence should be placed in an envelope with REFUND, DEPOSIT ACCOUNT, or MAINTENANCE FEE written in dark ink across the envelope.

____5/13/05____

Date

____/s/____

MICHELLE PICARD

Director, Office of Finance